

McLaren Print System Order

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 Order Date: 2025-01-20
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 User: Jennifer Wheeler
 Phone: 9897795625

Ship Location: McLaren Central Michigan -- ATTN:Jennifer Wheeler
 1523 S. Mission St
 Mt. Pleasant, MI 48858

Brochures
 Quantity: 1
 Paragon Dept No: 50664
 Dept Name: Jennifer Wheeler
 Company Number:

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Item Number: MHCC-540-MMG (MM-540-RHC)
 Item Description: Patient Rights and Responsibilities - MMG RHC
 Revision Date: 10/2024
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 Poster: 12x18 paper
 Misc Info:

PATIENT RIGHTS AND RESPONSIBILITIES

McLaren wants you to be a partner in your clinic care. We believe the more you know and the more you participate and talk with your doctors and healthcare team, the more effective and satisfying your clinic experience will be. The following statements of rights and responsibilities will help you understand what you can expect from us and, in turn, what your responsibilities are as a patient. If at any time you or your advocate need help understanding or updating your rights and responsibilities, please talk with your doctor or nurse.

ASSURING ACCESS TO CARE
 You have the right to receive consistent, respectful and medically necessary care and to not be discriminated against for any reason. You have the right to speak privately with anyone you choose. If you do not speak English or are hearing, vision or speech impaired, or interpret, sign or reader will assist you. You are responsible for providing full and accurate information about your symptoms, hospital stays, use of medications and other matters related to your health.

UNDERSTANDING YOUR CARE
 You have the right to know the names and roles of everyone who cares for you. You have the right to information about your diagnosis, treatment and possible medical outcomes. We encourage you to talk with your physician and healthcare team about procedures and treatments and their risks and benefits. Except in emergencies or life-threatening situations, you must sign a consent form for all major procedures, and you have the right to change your mind and withdraw that permission at any time before the procedure. You are responsible for asking questions when you do not understand or are not satisfied with the information or instructions given to you by your physician and healthcare team.

REFUSING TREATMENT
 You have the right to refuse any treatment or medications, as permitted by law. Our staff will help you understand the possible medical consequences of your refusal, but we are not responsible for any resulting harm. You have the right to be free from restraint unless it becomes necessary to protect your safety or that of others. Physical restraints will be applied only by trained healthcare professionals who will document the reason in your medical record and promptly call your physician. Medications will be used for the same purpose only under a physician's order. You are responsible for the consequences of your decisions if you refuse treatment or do not follow the instructions of your physician or healthcare team.

REPORT SAFETY CONCERNS
 We respect the privacy concerns of our patients.
 McLaren Medical Group
 Patient Experience Department
 8100 340-0385
 Michigan Department of Licensing and Regulatory Affairs, LARA, Mail to: Bureau of Community and Health Systems Health Practices Compliance
 P.O. Box 30000, Lansing, MI 48916
 Phone: 1-800-800-8000, Ext. 7442 | FAX: 517-375-7654-3298
 E-mail: BCLHS.Compliance@Michigan.gov
 michiganmedicalgroup.com/lara
 In the event that your complaint remains unresolved with our clinic, please file a complaint with our regulator. The Commission has the authority to investigate and enforce. For more information, please call 1-800-288-1000.

RESOLVING COMPLAINTS
 Each patient has the right to be informed of clinic policies and practices that relate to patient care, treatment and responsibilities. Each patient has the right to be informed of available resources for resolving complaints, conflicts and ethical issues. Patients unable to protect themselves have the right to have access to protective services, if appropriate. You are responsible for telling your healthcare team when you are not satisfied with the care or services provided, would like to discuss ethical issues related to your healthcare, or when you have concerns about possible abuse or neglect in your home.

PROTECTING YOUR PRIVACY AND CONFIDENTIALITY
 You have the right to privacy and your healthcare team will discuss tests and treatments in such a way as to protect this right. Your medical records will be confidential unless you give permission for their release or in cases of suspected abuse or public health hazards when reporting is permitted or required by law. All other uses of your health information are documented in the Notice of Privacy Practices. You are responsible for following clinic rules, following instructions in case of emergency, and being considerate of and respecting the privacy and rights of other patients and staff.

PLANNING YOUR CARE
 You have the right to request your doctor to coordinate your care, with the help of the clinic staff and other specialists as needed. You also have the right to be involved in planning your care, your discharge or any transfer or referral to another care provider as recommended by your healthcare team. You have the right to request quick responses to reports of pain.

DECIDING YOUR FUTURE
 You have the right to have an Advanced Directive, legal in the State of Michigan, which is a written Power of Attorney for Health Care (Decision Making). This document expresses your wishes and choices about your future care and names an alternate someone who will make healthcare decisions for you if you are unable to make your wishes known. If you have a written Advanced Directive, you should give a copy to your advocate, your family and your physician and bring a copy with you to the clinic. If you do not have a written Advanced Directive, we encourage you to discuss your wishes with your family and physician and complete one.

UNDERSTANDING BILLING AND PAYMENT
 You have the right to a full explanation of your clinic bill and to information about financial aid for healthcare. You are responsible for providing accurate and timely information about methods of payment for clinic services or for working with the clinic to arrange payment.

McLaren MEDICAL GROUP

Spec Info: Original Poster Size